

My comment is a matter of public safety and I would appreciate a reply as soon as possible. My concern regards the unnecessary tying up of emergency phone services (911). I have discovered that despite the fact that my "key lock" (a function of the phone which is designed to prevent unintended calls from being made when a phone is not in use) function is activated on my Nokia 3395 cellular phone, if the numbers "08" are dialed (as has accidentally happened to me on several occasions) and the call/select button is then pressed, a 911 call will be made without my intending it to happen. This may sound to be a bit far-fetched and a highly unlikely occurrence but it has happened to me several times while the phone was either in my pocket or in a backpack. My phone service provider is Cingular Wireless (formerly Pacific Bell Wireless) and upon asking a customer service representative about the problem, they told me that "08" in some countries is the equivalent of "911" but didn't share my sentiments when I informed them of my concern about the potential for this function of the phone to inadvertently and unnecessarily tie up 911 phone lines. What's worse is that I have discovered that my phone is not an anomaly--friends' phones with the same service are capable of the same mistake. What can we do to fix this potential hazard? If "08" dialed a 411 operator or allowed me to check the official time I wouldn't be concerned. The fact that it dials emergency service operators is of great concern to me and an injustice to those who are in their true hour of need and receive a busy signal instead of help. I would also not be concerned if "08" was a commonly known way to contact an emergency operator, but the fact is that it is not (in this country).

As I have stated previously, I would appreciate some correspondence regarding my complaint or at least some information referring me to the agency who would be able to handle this.

Thank you,

Dean